

Understand Failover Status Messages for FTD

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Introduction

This document describes how to comprehend Failover status messages on Secure Firewall Threat Defense (FTD).

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- High Availability (HA) Setup for Cisco Secure FTD
- Basic Usability of the Cisco Firewall Management Center (FMC)

Components Used

The information in this document is based on these software and hardware versions:

- Cisco FMC v7.2.5
- Cisco Firepower 9300 Series v7.2.5

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

Background Information

Failover Health Monitoring Overview:

The FTD device monitors each unit for overall health and for interface health. The FTD performs tests in order to determine the state of each unit based on Unit Health Monitoring and Interface Monitoring. When a test to determine the state of each unit in the HA pair fails, events of failover are triggered.

Failover Status Messages

Use Case - Data Link Down with No Failover

When interface monitoring is not enabled on the FTD HA and in case of a data link failure, a failover event is not triggered as the health monitor tests for the interfaces are not performed.

This image describes the alerts of a data link failure but no failover alerts are triggered.

The screenshot shows the Cisco Secure Manager interface. At the top, there are navigation tabs: Analysis, Policies, Devices (selected), Objects, and Integration. On the right, there are icons for Deploy, search, notifications, settings, and user 'admin'. A notification box is highlighted with a red border, containing the following text:

Dismiss all notifications

Interface Status - 10.82.141.171

Interface 'Ethernet1/3' is not receiving any packets
Interface 'Ethernet1/3' has no link

Below the notification, there is a table with columns: Model, Version, Chassis, Licenses, Access Control Policy, and Auto RollBack. The table contains two rows of data for Firepower 9300 with FTD devices.

link down alert

In order to verify the state and status of the data links, use this command:

- `show failover` - Displays the information about the failover status of each unit and interface.

Monitored Interfaces 1 of 1291 maximum

```
...
This host: Primary - Active
Active time: 3998 (sec)
slot 0: UCSB-B200-M3-U hw/sw rev (0.0/9.18(3)53) status (Up Sys)
Interface DMZ (192.168.10.1): Normal (Waiting)
Interface INSIDE (172.16.10.1): No Link (Not-Monitored)
Interface OUTSIDE (192.168.20.1): Normal (Waiting)
Interface diagnostic (0.0.0.0): Normal (Not-Monitored)
...
Other host: Secondary - Standby Ready
Active time: 0 (sec)
slot 0: UCSB-B200-M3-U hw/sw rev (0.0/9.18(3)53) status (Up Sys)
Interface DMZ (192.168.10.2): Normal (Waiting)
Interface INSIDE (172.16.10.2): Normal (Waiting)
```

Interface OUTSIDE (192.168.20.2): Normal (Waiting)
Interface diagnostic (0.0.0.0): Normal (Not-Monitored)

When the state of the interface is 'Waiting', it means the interface is up, but has not yet received a hello packet from the corresponding interface on the peer unit.

On the other hand, the state 'No Link (Not-Monitored)' means the physical link for the interface is down but is not monitored by the failover process.

In order to avoid an outage, it is highly recommended to enable the Interface Health Monitor in all sensitive interfaces with their corresponding Standby IP Addresses.

In order to enable Interface Monitoring, navigate to Device > Device Management > High Availability > Monitored Interfaces.

This image shows the Monitored Interfaces tab:

Interface Name	Active IPv4	Standby IPv4	Active IPv6 - Standby IPv6	Active Link-Local IPv6	Standby Link-Local IPv6	Monitoring
DMZ	192.168.10.1	192.168.10.2				●
OUTSIDE	192.168.20.1	192.168.20.2				●
diagnostic						●
INSIDE	172.16.10.1	172.16.10.2				●

monitored interfaces

In order to verify the status of the monitored interfaces and Standby IP addresses, run this command:

- show failover - Displays the information about the failover status of each unit and interface.

```
Monitored Interfaces 3 of 1291 maximum
...
This host: Primary - Active
Active time: 3998 (sec)
slot 0: UCSB-B200-M3-U hw/sw rev (0.0/9.18(3)53) status (Up Sys)
Interface DMZ (192.168.10.1): Normal (Monitored)
Interface INSIDE (172.16.10.1): No Link (Monitored)
Interface OUTSIDE (192.168.20.1): Normal (Monitored)
Interface diagnostic (0.0.0.0): Normal (Waiting)
...
Other host: Secondary - Standby Ready
Active time: 0 (sec)
slot 0: UCSB-B200-M3-U hw/sw rev (0.0/9.18(3)53) status (Up Sys)
Interface DMZ (192.168.10.2): Normal (Monitored)
Interface INSIDE (172.16.10.2): Normal (Monitored)
Interface OUTSIDE (192.168.20.2): Normal (Monitored)
Interface diagnostic (0.0.0.0): Normal (Waiting)
```

Use Case - Interface Health Failure

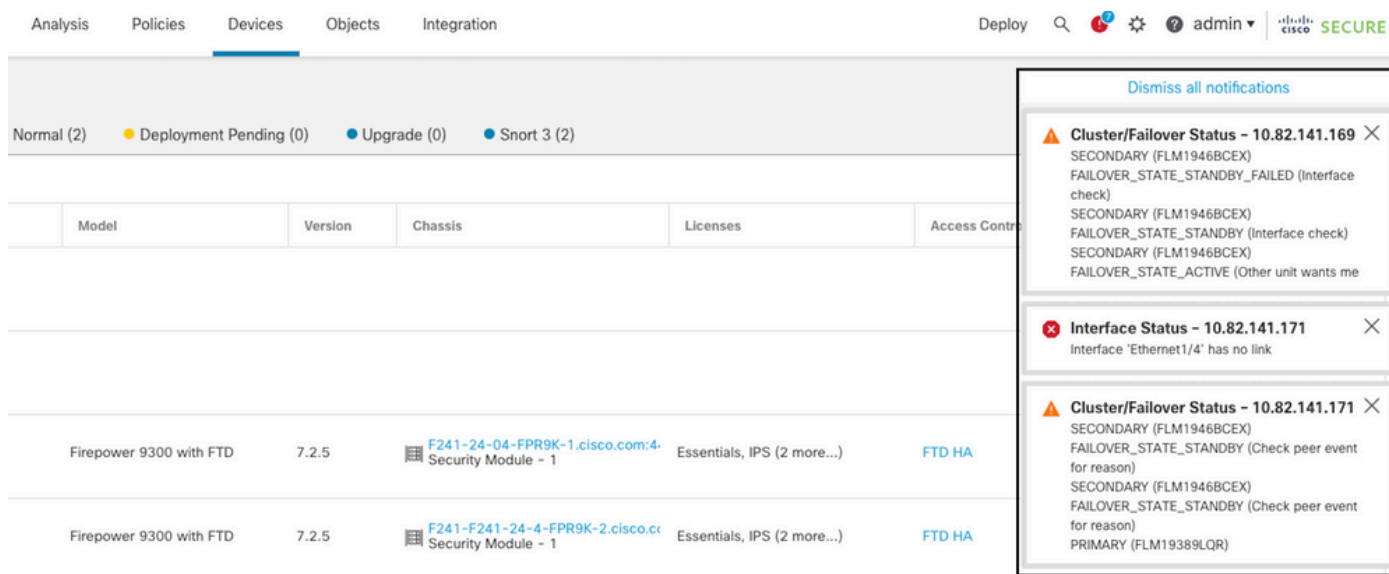
When a unit does not receive hello messages on a monitored interface for 15 seconds and if the interface test fails in one unit but works in the other unit, the interface is considered to have failed.

If the threshold you define for the number of failed interfaces is met and the active unit has more failed

interfaces than the standby unit, then a failover occurs.

In order to modify the interface threshold, navigate to Devices > Device Management > High Availability > Failover Trigger Criteria.

This image describes the alerts generated on an interface failure:



failover event with link down

In order to verify the reason for the failure, use these commands:

- **show failover state** - This command displays the failover state of both units and the last reported reason for failover.

```
<#root>
```

```
firepower#
```

```
show failover state
```

```
This host - Primary
             Active      Ifc Failure      19:14:54 UTC Sep 26 2023
Other host - Secondary
             Failed      Ifc Failure      19:31:35 UTC Sep 26 2023
                   OUTSIDE: No Link
```

- **show failover history** - Displays failover history. The failover history displays past failover state changes and the reason for state change.

```
<#root>
```

```
firepower#
```

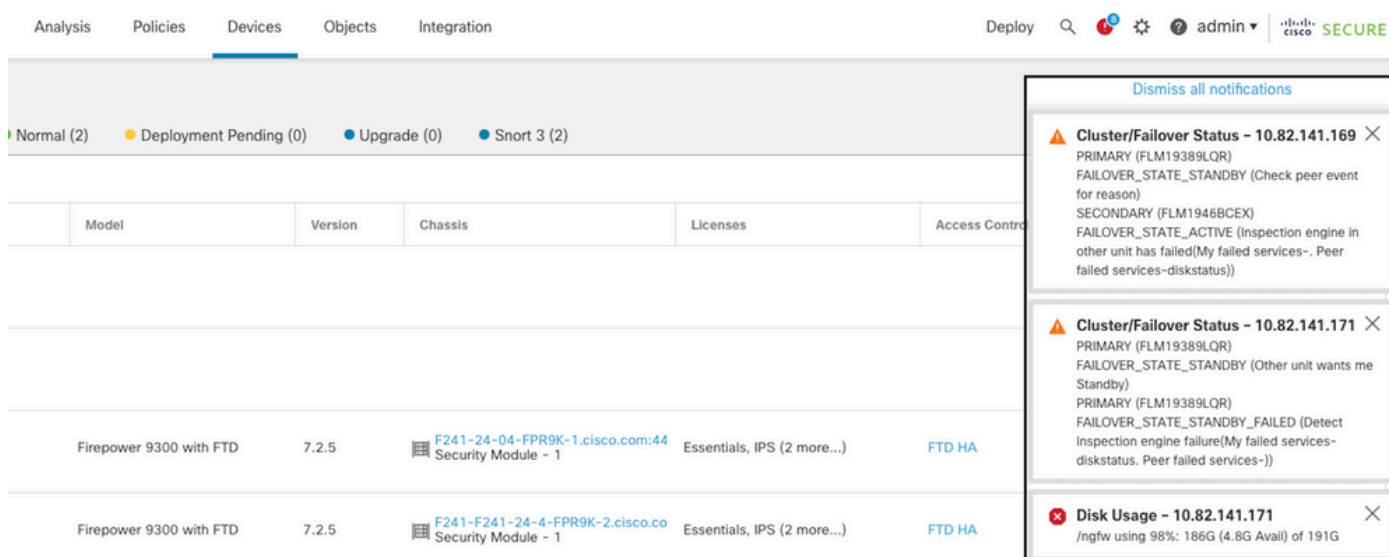
```
show failover history
```

From State	To State	Reason
19:31:35 UTC Sep 26 2023 Active	Failed	Interface check This host:1 single_vf: OUTSIDE Other host:0

Use Case - High Disk Usage

In case the disk space on the active unit is more than 90% full, a failover event is triggered.

This image describes the alerts generated when the disk is full:



failover with disk usage

In order to verify the reason for the failure, use these commands:

- show failover history - Displays failover history. The failover history displays past failover state changes and the reason for the state changes.

```
<#root>
```

```
firepower#
```

```
show failover history
```

From State	To State	Reason
20:17:11 UTC Sep 26 2023 Active	Standby Ready	Other unit wants me Standby Inspection engine in other unit ha
20:17:11 UTC Sep 26 2023. Active	Standby Ready	Failed Detect Inspection engine fa due to disk failure

- show failover - Displays the information about the failover status of each unit.

```
<#root>
```

```
firepower#
```

```
show failover | include host|disk
```

```
This host: Primary - Failed
          slot 2: diskstatus rev (1.0) status (down)
Other host: Secondary - Active
          slot 2: diskstatus rev (1.0) status (up)
```

- df -h - Displays the information about all the mounted file systems which includes total size, used space, usage percentage, and the mount point.

```
<#root>
```

```
admin@firepower:/ngfw/Volume/home$
```

```
df -h /ngfw
```

```
Filesystem Size Used Avail Use% Mounted on
/dev/sda6 191G 186G 4.8G 98% /ngfw
```

Use Case - Lina Traceback

In the case of a lina traceback, a failover event can be triggered.

This image describes the alerts generated in the case of lina traceback:

The screenshot shows the Cisco Firepower Management Center (FMC) interface. The top navigation bar includes 'Analysis', 'Policies', 'Devices', 'Objects', and 'Integration'. The 'Devices' tab is active, showing a table of devices. The table has columns for 'Model', 'Version', 'Chassis', 'Licenses', and 'Access Control'. Below the table, there are two rows of device information. On the right side, a notification panel is open, displaying four alerts:

- Cluster/Failover Status - 10.82.141.171**: PRIMARY (FLM19389LQR) FAILOVER_STATE_ACTIVE (HELLO not heard from peer)
- Interface Status - 10.82.141.171**: Interface 'Ethernet1/1' is not receiving any packets, Interface 'Ethernet1/2' is not receiving any packets, Interface 'Ethernet1/3' is not receiving any packets, Interface 'Ethernet1/4' is not receiving any packets
- Appliance Heartbeat - F241.24.04-FMC4600**: Appliance 10.82.141.169 is not sending heartbeats.
- Process Status - 10.82.141.169**: lina exited 2 time(s).

failover with lina traceback

In order to verify the reason for the failure, use these commands:

- show failover

history - Displays failover history. The failover history displays past failover state changes and the reason for the state change.

```
<#root>
```

```
firepower#
```

```
show failover history
```

```
=====
```

From State	To State	Reason
8:36:02 UTC Sep 27 2023 Standby Ready	Just Active	HELLO not heard from peer (failover link up, no response from peer)
18:36:02 UTC Sep 27 2023 Just Active	Active Drain	HELLO not heard from peer (failover link up, no response from peer)
18:36:02 UTC Sep 27 2023 Active Drain	Active Applying Config	HELLO not heard from peer (failover link up, no response from peer)
18:36:02 UTC Sep 27 2023 Active Applying Config	Active Config Applied	HELLO not heard from peer (failover link up, no response from peer)
18:36:02 UTC Sep 27 2023 Active Config Applied	Active	HELLO not heard from peer (failover link up, no response from peer)

```
=====
```

In the case of lina traceback, use these commands to locate the core files:

```
<#root>
```

```
root@firepower:/opt/cisco/csp/applications#
```

```
cd /var/data/cores
```

```
root@firepower:/var/data/cores#
```

```
ls -l
```

```
total 29016
```

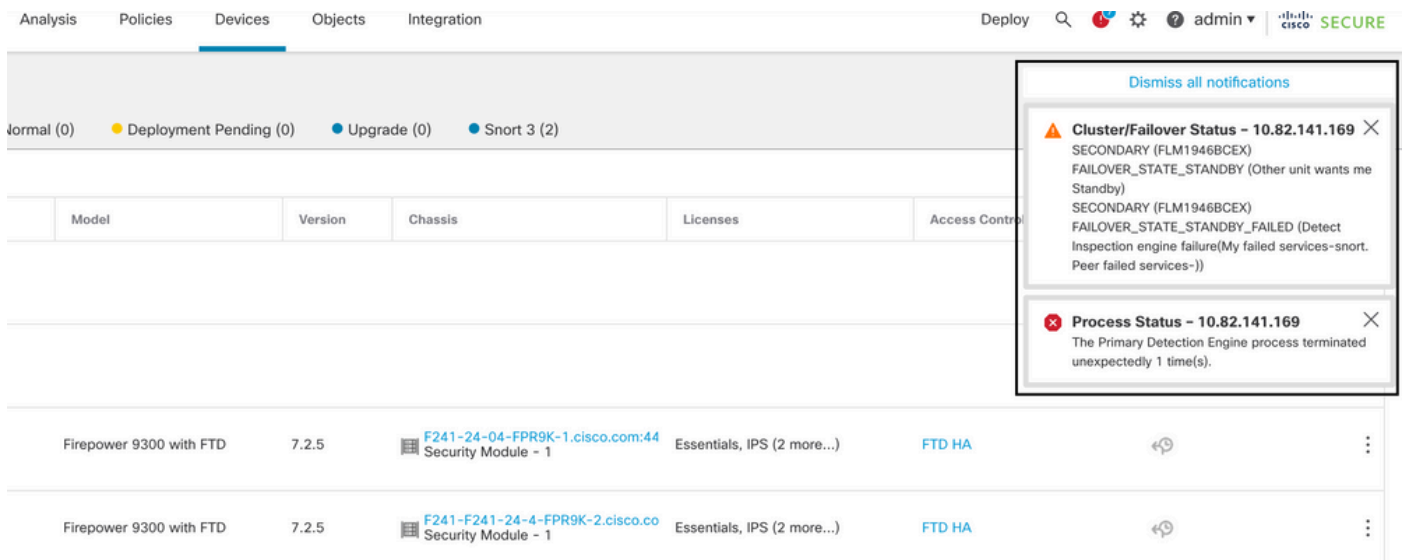
```
-rw----- 1 root root 29656250 Sep 27 18:40 core.lina.11.13995.1695839747.gz
```

In the case of lina traceback, it is highly recommended to collect the troubleshooting files, export the Core files, and contact Cisco TAC.

Use Case - Snort Instance Down

In case more than 50% of the Snort instances on the active unit are down, a failover is triggered.

This image describes the alerts generated when snort fails:



failover with snort traceback

In order to verify the reason for the failure, use these commands:

- show failover history - Displays failover history. The failover history displays past failover state changes and the reason for the state change.

```
<#root>
```

```
firepower#
```

```
show failover history
```

```
=====
From State                To State                Reason
=====
```

From State	To State	Reason
21:22:03 UTC Sep 26 2023 Standby Ready	Just Active	Inspection engine in other unit has failed due to snort failure
21:22:03 UTC Sep 26 2023	Just Active	Active Drain Inspection engine in other unit due to snort failure
21:22:03 UTC Sep 26 2023	Active Drain	Active Applying Config Inspection engine in o due to snort failure
21:22:03 UTC Sep 26 2023	Active	Applying Config Active Config Applied Inspect due to snort failure

- show failover - Displays the information about the failover status of the unit.

```
<#root>
```



```
firepower#
```

```
show failover | include host|snort
```

```
This host: Secondart - Active  
slot 1: snort rev (1.0) status (up)  
Other host: Primary - Failed  
slot 1: snort rev (1.0) status (down)  
Firepower-module1#
```

In the case of snort traceback, use these commands to locate the crashinfo or core files:

```
<#root>
```

```
For snort3:
```

```
root@firepower#
```

```
cd /ngfw/var/log/crashinfo/
```

```
root@firepower:/ngfw/var/log/crashinfo#
```

```
ls -l
```

```
total 4
```

```
-rw-r--r-- 1 root root 1052 Sep 27 17:37 snort3-crashinfo.1695836265.851283
```

```
For snort2:
```

```
root@firepower#
```

```
cd /var/data/cores
```

```
root@firepower:/var/data/cores#
```

```
ls -al
```

```
total 256912
```

```
-rw-r--r-- 1 root root 46087443 Apr 9 13:04 core.snort.24638.1586437471.gz
```

In the case of snort traceback, it is highly recommended to collect the troubleshooting files, export the Core files, and contact Cisco TAC.

Use Case - Hardware or Power Failure

The FTD device determines the health of the other unit by monitoring the failover link with hello messages. When a unit does not receive three consecutive hello messages on the failover link, and the tests fail on the monitored interfaces, a failover event can be triggered.

This image describes the alerts generated when there is a power failure:

Analysis Policies **Devices** Objects Integration Deploy 🔍 ⚙️ ? admin | cisco SECURE

Normal (2) Deployment Pending (0) Upgrade (0) Snort 3 (2)

Model	Version	Chassis	Licenses	Access Cor
Firepower 9300 with FTD	7.2.5	F241-24-04-FPR9K-1.cisco.cor Security Module - 1	Essentials, IPS (2 more...)	FTD HA
Firepower 9300 with FTD	7.2.5	F241-F241-24-4-FPR9K-2.cisc Security Module - 1	Essentials, IPS (2 more...)	FTD HA

Dismiss all notifications

Interface Status - 10.82.141.171 ✕
Interface 'Ethernet1/1' has no link
Interface 'Ethernet1/2' has no link

Cluster/Failover Status - 10.82.141.171 ✕
CLUSTER_STATE_GENERAL_FAILURE (Failover Stateful link down)
CLUSTER_STATE_GENERAL_FAILURE (Failover LAN link down)
PRIMARY (FLM19389LQR)
FAILOVER_STATE_ACTIVE (HELLO not heard from peer)

failover with power failure

In order to verify the reason for the failure, use these commands:

- `show failover history` - Displays failover history. The failover history displays past failover state changes and the reason for the state change.

<#root>

firepower#

`show failover history`

```

=====
From State                To State                Reason
=====
22:14:42 UTC Sep 26 2023
Standby Ready            Just Active              HELLO not heard from peer
                           (failover link down)
22:14:42 UTC Sep 26 2023
Just Active              Active Drain              HELLO not heard from peer
                           (failover link down)
22:14:42 UTC Sep 26 2023
Active Drain             Active Applying Config   HELLO not heard from peer
                           (failover link down)
22:14:42 UTC Sep 26 2023
Active Applying Config   Active Config Applied     HELLO not heard from peer
                           (failover link down)
22:14:42 UTC Sep 26 2023
Active Config Applied    Active                    HELLO not heard from peer
                           (failover link down)

```

- `show failover state` - This command displays the failover state of both units and the last reported reason for failover.

<#root>

firepower#

show failover state

	State	Last Failure Reason	Date/Time
This host -	Primary Active	None	
Other host -	Secondary Failed	Comm Failure	22:14:42 UTC Sep 26 2023

Use Case - MIO-Hearbeat Failure (Hardware Devices)

The application instance periodically sends hearbeats to the supervisor. When the heartbeat responses are not received, a failover event can be triggered.

In order to verify the reason for the failure, use these commands:

- show failover history - Displays failover history. The failover history displays past failover state changes and the reason for the state change.

<#root>

firepower#

show failover history

```
=====
From State                To State                Reason
=====
02:35:08 UTC Sep 26 2023
Active                    Failed                    MIO-blade heartbeat failure

02:35:12 UTC Sep 26 2023
Failed                    Negotiation               MIO-blade heartbeat recovered
.
.
.
02:37:02 UTC Sep 26 2023
Sync File                 System Bulk Sync          Detected an Active mate

02:37:14 UTC Sep 26 2023
Bulk Sync                 Standby Ready             Detected an Active mate
```

When MIO-heartbeat fails, it is highly recommended to collect the troubleshooting files, show tech logs from FXOS, and contact Cisco TAC.

For Firepower 4100/9300, collect the show tech-support chassis and show tech-support module.

For FPR1000/2100 and Secure Firewall 3100/4200, collect the show tech-support form.

Related Information

- [High Availability for FTD](#)
- [Configure FTD High Availability on Firepower Appliances](#)
- [Troubleshoot Firepower File Generation Procedures](#)
- [Video - How to Generate Show Tech-Support Files on FXOS](#)
- [Technical Support & Documentation - Cisco Systems](#)